



Truman VA Bulletin

DEPARTMENT OF VETERAN AFFAIRS, COLUMBIA, MO



MyHealthVet Reaches Milestone

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My HealthVet - www.myhealth.va.gov - the VA healthcare system Web portal and online personal health record registered its one millionth Veteran in June. My HealthVet provides Veterans, military personnel and caregivers access to VA services, benefits and trusted information. The website gives Veterans the tools needed to manage their own care in partnership with their VA health care teams. Participants can order prescription refills and get personalized VA Wellness Reminders. In the near future, Truman VA patients may choose to communicate securely with their VA health care team with the Secure Messaging feature. My HealthVet tools and services have

expanded steadily since the first Veteran signed on in November 2003. The site averages 19,000 new registrants each month.

MyHealthVet was designed for Veterans, by Veterans, however anyone can register online. Staff and Volunteers are encouraged to register, explore and become familiar with MyHealthVet. Once a VA patient has registered, they may request an upgraded account by completing the In-Person Authentication process. To begin this process, Veterans are directed to watch the MHV orientation video available on the MyHealthVet website. Following the video, In-Person Authentication is completed with the Release of

Information Staff in Medical Records, E002. Medical Records will require VA Patients to show their government issued identification and sign a release of information form. Once authenticated, Veterans may view and request VA prescription refills online. For more information, our local contact is **Andrea Wiggins**, Communications Specialist. Her extension is 56233.



Voluntary Leave Transfer

Amanda McClain, RN (PS) has been approved for the Voluntary Leave Transfer Program. To donate leave to Amanda, please contact Lena Warren in Human Resources.

Lake of the Ozarks CBOC

The Community Based Outpatient Clinic (CBOC) at the Lake of the Ozarks has moved into a new facility. The new location is:

940 Executive Drive
Osage Beach, MO 65065.

The commercial telephone number has changed to **573-302-7890**. We have arranged for the old commercial number to connect to a voice-mail message indicating the number has changed. This will be in effect for the next 90 days. Internal staff

can call from any VA telephone. Primary telephone numbers are:

Clerk ext. 54870
Care Coordinator ext. 54871



OI&T Corner “CPRS Wiki”



Calling all providers! Share your CPRS tips and tricks!

Ward Cunningham, the developer of the first wiki software, originally described it as “the simplest online database that could possibly work.” “Wiki” is Hawaiian for “fast”. A wiki is a website that allows the easy creation and editing of any number of interlinked web pages via a web browser. Wiki technology facilitates a collective creation of knowledge by allowing interested parties to co-author content. Wiki is a newer

technology and the Emerging Health Technology office of the VHA Office of Health Information has repeatedly heard from the field regarding interest in wikis. So, the clinical wiki was created to be open and available to all interested VHA staff that would like to contribute or reference it as a knowledge source. Since it is available to a great number of contributors, it has the critical mass to become a powerful knowledge base for the VHA.

This wiki is meant to be a CPRS

manual for providers written by providers. The goal is for the wiki to contain tips and tricks that would help other providers save time and become more efficient and, possibly, learn more of the functionalities of the Computerized Record System and related software packages. To learn some tips and tricks or leave some of your own, simply go to the wiki website:

https://vawww.wiki.webdev.va.gov/index.php?title=CPRS_Tips_and_Tricks

Truman VA Annual Report Wins Award

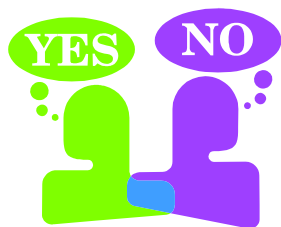
“Stephen Gaither, Public Affairs Officer, will receive the award at the conference in Atlanta, Georgia...”

Truman VA’s 2009 Annual Report will be recognized next week at the annual VA Office of Public and Intergovernmental Affairs training conference as an Honor Award (third place) winner in the VHA Communications Awards Special Purpose Publication category. **Stephen Gaither**, Public Affairs Officer, will receive the award at the conference in Atlanta, Ga. The annual awards program includes the following categories:

- Publications:
 - Newsletter and Magazine
 - Special Purpose Publication
- Writing:
 - Feature Article
 - Speech
- Media Relations:
 - Print Media
 - Broadcast Media
- History Award
- Campaign/Special Events:
 - Communications Campaign
 - Special Event
- Web-Based Media:
 - Website
 - Social Media
- Innovation Award
- Leadership Communication Awards



Summer Voice of VA: Integrated Ethics Survey



WHAT: Summer Voice of VA - Integrated Ethics Staff Survey

WHEN: July 26 to Aug. 13

WHERE: Online

WHY: Give your views about ethics in your work environment

HOW: Follow this link - www.drccsurveys.com/VOVA/Summer2010

Cultivate a More Positive Work Environment

Truman VA's EEO program offers this excerpt of an article written by Kristy L. Wanner in the July/August 2010 issue of *Columbia Woman Magazine*.

"We know the work environment is not completely in our control, it depends a lot on our colleagues, leadership and the overall culture of the workplace. However, there are things you can do to help create a more positive work experience.

Build supportive relationships at work: We all need to connect with other people. Good relationships help make any atmosphere more enjoyable. Get to know your colleagues and enjoy interesting, unexpected conversations. Gossip and office politics foster mistrust and negativity - don't contribute!

Help others: Make yourself available. Offer help, assistance or expertise to others AND be willing to ask for guidance when needed. This contributes to a positive and supportive team atmosphere.

Reframe your 'work to-do list': A sense of accomplishment is important in preserving motivation in any job. Celebrate what you have accomplished at the end of each day instead of dwelling on unfinished tasks.



Maintain a sense of work life balance: Time is (more than) money. Nurture your relationships outside of work and make time for leisure activities. Down time away from work will help you be more energized, productive and positive the next day.

Understand and find meaning in your role: Your contribution to any organization is important. Understand your role on the team and appreciate where you are and your level of performance. Find meaning and

purpose in even the small tasks.

Bring beauty into work: Find ways to personalize your work space with plants, pictures, music and other things that bring you joy.

Natural light, movement and nutrition: People often underestimate the biological need for natural light, movement and healthy fuel during the day. All of these contribute to positive emotions and atmosphere at work. Encourage yourself (and the rest of the office) to eat healthy, exercise and get sunlight throughout the day. Sit by a window or take a quick 10 minute walk outside; both help increase energy levels and positive thoughts.

Open a dialogue with your supervisor/manager: Discuss ideas you have for creating a more positive environment at your workplace. Seek clarity on tasks, job performance and workload when needed. Your ideas may help transform your daily experience at work."



Interpreter Services for Veterans & Families

Any staff member encountering an individual with limited English proficiency (LEP) or communication barriers should notify their supervisor immediately. After assessing the LEP individual's needs, supervisors will contact the LEP Coordinator to initiate the call for interpreter services. Supervisors are responsible for assuring that appropriate medical care staff is available to participate in the

dialogue between the interpreter and the LEP individual. Supervisors are responsible for securing a private office, exam room or other appropriate location with a speaker phone.

The EEO Program Manager (**Sara Hake**) is the designated LEP Coordinator and will initiate interpreter services for patients, family members or applicants requiring such assistance

during normal business hours. The Assistant Chief, Health Administration Service (**Woody Fountain**) is the back-up LEP Coordinator. The Administrative Officer of the Day is the designated LEP Coordinator during other than normal business hours. Interpreter services are provided by InterpretTalk, a 24/7 over-the-telephone service.

"The EEO Program Manager (Sara Hake) is the designated LEP Coordinator and will initiate interpreter services for patients..."

Department of Veteran
Affairs, Columbia, MO

Harry S. Truman Memorial Veterans' Hospital
800 Hospital Drive
Columbia, MO 65201

Phone: 573-814-6000

www.columbiamo.va.gov

Enjoy Your Freedom? Thank A Veteran!



EMPLOYEES ASSOCIATION (CVAEA)

MU FOOTBALL TICKETS ON SALE!

The Employees Association will pre-sell tickets for home games. Contact **Denise Schehl-Geiger** at extension 56503 or **David Dykstra** at extension 53170. Prices of individual tickets are as follows:

<u>Date</u>	<u>Opponent</u>
Sept. 11	McNeese State (Gold Rush) \$15
Sept. 18	San Diego State \$15
Sept. 25	Miami (Ohio) \$15
Oct. 9	Colorado \$40
Oct. 23	Oklahoma (Homecoming) \$60
Nov. 13	Kansas State (Blackout) \$40

CVAEA would like to give a **Big Shout Out** for all the support we are receiving for this year's football parking! Football parking is how CVAEA funds the Lucky Duck, Mid Month Pick Me-Up, Parties and Trips!

WELCOME: Autumn Keefer, PhD, Staff Psychologist (BH) ★ Megan Dercher, RN, Staff Nurse (PS)
Curtis Steinlage, Medical Technology Student (CS) ★ Matthew Robinson, MD, Staff Physician (PC)
Dale Chapman, MD, Primary Care Provider (PC) ★ David Lewis, Student Nurse Technician (PS)

FAREWELL: Amanda Forshee, Graduate Nurse Technician (PS) ★ Elizabeth Paisley, MD, Staff Physician (PC) ★ Dianne Stephens, LCSW, Social Worker (PS) ★ Barbara Wheelock, Health Technician (PC) ★ Kevin Wooldridge, RN, Staff Nurse (PS)

August Service Pin Recipients

35-YEARS



Ellen R. Alexander, RN,
Staff Nurse (PS)

Patricia L. Komula, Supervisory
Medical Technologist (CS)

Roy W. Lipscomb,
Supply Technician (FIN)

30-YEARS



Veronica E. Ramnarine, LCSW,
Supervisory Social Worker (PS)

25-YEARS



Sarah M. Merrell,
Patient Services Assistant (HAS)

20-YEARS



Sandra J. Kottman, RN,
Staff Nurse (PS)

Denise Schehl-Geiger,
IT Specialist (OI&T)

15-YEARS



Arnold H. Lucero,
Dental Assistant (SC)

Homer W. Williams,
Supervisory Housekeeping Aid

5-YEARS



Beth A. Sjoblom, MD,
Staff Physician (PC)

John P. Thyfault, PhD, Research
Health Scientist (Research)

Tara L. Walker, LPN (PS)

Rhonda Whitehead,
Painter (FM)

Lana A. Zerrer, MD,
Chief of Staff (COS)

